

# **The Third Generation Domestic Delivery Services (DDS3)**

## **Frequently Asked Questions**

**Updated October 1, 2014**

### ***DDS3 Facts and General Information FAQs***

#### **What is the third generation Domestic Delivery Services (DDS3) solution?**

DDS3 is a full service Federal Strategic Sourcing Initiative (FSSI) solution providing agencies with a range of delivery options as well as streamlined acquisition, data analytics, and dedicated customer service. Any Federal agency is eligible to use the DDS3 solution.

#### **What delivery services are available through DDS3?**

DDS3 provides agencies with a wide range of **FedEx** express and ground delivery services between the Continental United States and to Alaska, Hawaii and Puerto Rico. Pickup and Delivery Services include:

- Same Day delivery
- Next Day early morning delivery (before 8:30 AM to most locations)
- Next Day mid morning delivery (before 10:30 AM to most locations)
- Next Day afternoon delivery (before 3:00 pm to most locations)
- Second Day and Third Day delivery
- Ground delivery
- Heavyweight delivery

#### **Is international delivery service offered through DDS3?**

International delivery service is outside the scope of DDS3. GSA delegated authority to the Department of Defense (DoD) to procure on behalf of Federal civilian agencies express international small package and heavyweight service up to 300 lbs. For more information on DoD's multiple award Worldwide Express (WWX) contracts, rates, and how to setup accounts, visit <http://www.gsa.gov/portal/content/103923>.

#### **What are the benefits of the DDS solution to my agency?**

- Rates are significantly lower than the already reduced Multiple Award Schedule prices
- No fuel surcharges for express & ground parcel services
- Deeply discounted rates for other surcharges/accessorials
- **FedEx maintains a customer service/invoicing team dedicated to the government customer.**
- Access to detailed reports which can be used to demonstrate progress towards meeting OMB's cost savings targets
- Access to analysis including shipping trends and recommendations to further minimize costs

### **What are the benefits of the DDS solution to the Federal government?**

- Eliminates duplicate acquisition activities and redundant contract vehicles across agencies
- Enables the Federal government to collect detailed shipping data to improve our negotiating position for future acquisitions
- Allows government shipping experts to share best practices and lessons learned with colleagues in other agencies

### **Will utilization of the DDS solution help the government reduce its carbon footprint?**

Yes! **FedEx** is dedicated to Greening the delivery process. By shipping packages via DDS, your agency is in good standing for reducing scope 3 emissions. Specifically:

- **FedEx works to achieve its ambitious sustainability goals through EarthSmart®.**
  - **more efficient aircraft and vehicle fleets**
  - **optimizing routes**
  - **advocating more use of electronic transportation**
  - **expanding its network of solar energy facilities**
  - **reducing and recycling higher volumes of waste**
- **FedEx also provides customers with sustainable packaging**
  - **carbon neutral envelope shipping (at no cost to customers)**
  - **paperless transactions**
  - **holistic examination of a customer's supply chain**

### **What is the contract structure of the DDS solution?**

DDS is a best value single award Blanket Purchase Agreement (BPA) and single Task Order issued under the BPA on behalf of the Federal government. This structure allows agencies to join the solution without conducting individual acquisitions.

### **What is the Period of Performance (PoP) for the BPA and Task Order?**

The PoP for the BPA is October 1, 2014 – September 30, 2015, with two one-year options.

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## ***DDS Transition FAQs***

### **Which agencies are eligible to participate in the DDS program?**

Government agencies are eligible to participate, regardless of whether or not an agency participated in the original DDS program.

GSA Order ADM 4800.2G, Eligibility to Use GSA Sources of Supply and Services, provides detailed information regarding those agencies and organizations that have been determined to be eligible to use GSA Schedule contracts. The GSA Order also provides definitive guidelines concerning eligibility requirements and limitations for a variety of other GSA sources of supply and services. To download a copy of this GSA Order, visit: <http://www.gsa.gov/portal/content/104212>.

### **How can an agency understand the savings DDS will provide?**

GSA will conduct a pricing analysis for your agency which details the savings of DDS based on your agency's unique shipping pattern. Contact Stevie Graham ([stevie.graham@gsa.gov](mailto:stevie.graham@gsa.gov)) to request an analysis. DDS participating agencies' principal points of contact have access to their agency spend, savings, and ontime performance via DDS Dashboard Reporting Online.

### **How can agencies join the DDS program?**

1. Sign and return the [sign-up letter](#) posted on the DDS web portal indicating your intent to participate in the program (template provided by GSA)
2. GSA will issue a Task Order modification and notify you of the effective start date
3. Your agency would then obligate funding and issue a funding document to **FedEx**.
4. **FedEx** will work with you to set up user accounts, drop boxes, and distribute shipping supplies to your office(s)

### **When was the Task Order issued and how often will it be updated to include new agencies when they sign up?**

The Master Task Order QPN-BQB-0144/QPN-BQB-0154 was issued on October 1, 2014 and will be modified frequently as sign-up letters are received by GSA.

### **When will the original DDS program (DDS2) and associated shipping rates expire?**

The DDS2 BPA and Task Order with FedEx expired on September 30, 2014.

### **Will agencies be charged any integration fee to transition to DDS3?**

No, **FedEx** and GSA will transition each agency to the DDS3 solution without any imposition of additional charges.

### **What type of training is available for customers to get acclimated to **FedEx**?**

Training on **FedEx** technologies and procedures is available free of charge via multiple methods (webinar, by telephone, tutorials, in-person, etc.) Agencies should contact their **FedEx** representative to schedule a training session.

New training tutorials are available! Below are the links to tutorials and the **FedEx Service Guide**. In addition, there are user guides within the appropriate solution tab.

#### **Interactive Help Guide**

<http://www.fedex.com/us/help-guide/>

## **For Shipping**

### **Shipping Admin Administrator's Guide**

<http://www.fedex.com/us/help-guide/shipping-administrataion.html>

### **Shipping Admin User's Guide**

<http://www.fedex.com/us/help-guide/shipping.html>

## **For Tracking**

FedEx Advanced Tracking: <http://www.fedex.com/us/fedextracking/>

FedEx Insight: <http://www.fedex.com/us/fcl/pckgenvlp/insight>

## **For Billing**

FedEx Billing Online: <http://www.fedex.com/us/fci/pckgenvlp/online-billing>

FedEx Billing Online Interactive Demo: [www.fedex.com/fbo-inte4ractive/index.html](http://www.fedex.com/fbo-inte4ractive/index.html)

Please contact your FedEx Sales Professional for information reference software trainers that can work with sites over the phone, at no additional charge, to train on a 1 on 1 or group basis on any of the above applications.

## **Service Guide**

<http://www.fedex.com/us/service-guide/our-services/index.html>

## **Is FedEx prepared to handle transition activities for those agencies carrying a large number of individual accounts?**

FedEx is well prepared to handle transition activities for those agencies carrying a large number of individual accounts. FedEx maintains a team of dedicated Government Billing Specialists, Government Services Specialists and Sales Professionals with years of experience assisting the government customer.

## ***FedEx Service FAQs***

### **What time will shipments be picked up by FedEx each day?**

FedEx will work with each agency to establish a set pickup time for those agencies requiring daily pickups.

### **Will FedEx provide drop boxes at the various locations it services?**

FedEx will work with agencies to identify locations that should receive drop boxes (pending approval from property management). Agencies should contact their FedEx representative to request a drop box.

**Does FedEx have an on-line service for tracking pick-ups and deliveries?**

Yes, customers can use FedEx Advanced Tracking (<http://www.fedex.com/us/fedextracking/>) to track shipments.

**Can I print FedEx labels from my office printer?**

Yes, customers can print labels from their office printers.

**Can FedEx provide pre-printed labels?**

FedEx can provide pre-printed labels.

**Will agencies be responsible for a Fuel Surcharge?**

The Fuel Surcharge has been waived for DDS3 FedEx Express and Ground shipments.

**What are my pick-up service options when shipping with FedEx?**

FedEx will work with agencies to find solutions to minimize or even eliminate pickup fees.

**What are FedEx billing options?**

Paper invoice – invoice delivered by U.S. Mail

FedEx Billing On Line Plus –

Schedule and make payments up to 15 days beyond the date you enter payment information via electronic funds transfer, automatic debit or paper check.

Combine multiple invoices into a single payment

Review individual shipment details or a complete invoice

Request invoice adjustments or a review of shipping charges

Create PDF files of your invoices that you can archive or email

**FedEx Electronic Data Interchange (EDI)**

Integrate your accounts-payable process with electronic FedEx invoice, remittance and adjustment data.

**Who should I contact with additional FedEx service questions or support?**

Please contact your FedEx point of contact. FedEx POC information can be found on the GSA web portal at [www.gsa.gov/dds](http://www.gsa.gov/dds) .

FedEx provides support for the federal government customer as follows:

1. [www.fedex.com](http://www.fedex.com) - package tracking, find a FedEx shipping location in your area
2. FedEx Customer Service – 1.800.463.3339 – Package tracking, claims,
3. FedEx Government Revenue Services – 1.800.645.9424 – Establish a new government account number, any invoice related item.
4. FedEx Government Services – 1.866.370.2490 – All purchase document, customer service and support , reporting, automation

**GSA Point of Contact:**

Stevie Graham, GSA, Office of Travel & Transportation Services,  
[stevie.graham@gsa.gov](mailto:stevie.graham@gsa.gov), (703) 605-5569. Information about DDS3 is posted on the web at [www.gsa.gov/dds](http://www.gsa.gov/dds).